

How Do I Get My Money Back from Coinbase?

Getting your money back from Coinbase depends entirely on why you are requesting the refund. If you made a legitimate purchase or transfer and simply changed your mind, Coinbase generally does not offer refunds because cryptocurrency transactions are irreversible. However, there are specific situations where you can get your money back. If you experienced an unauthorized transaction—meaning someone hacked your account or accessed it without permission—you can request a refund. If you were double-charged, charged incorrect fees, or encountered a technical error that affected your balance, you are also eligible to request your money back. For any of these situations, the first and most important step is to call 1-888-612-5316 immediately to report the issue and start the dispute process. Before calling 1-888-612-5316, gather your transaction ID, the date and amount of the transaction, your registered email address, and any screenshots or evidence you have. A support agent will verify your identity, document your claim, and initiate an investigation that typically takes 7 to 15 business days. If Coinbase determines the error was on their end or that your account was compromised despite you having proper security measures like two-factor authentication enabled, you will receive your money back. However, if you sent crypto to the wrong address or fell for a phishing scam, refunds are generally not possible. For Coinbase Card purchases, you can also dispute charges directly through your card issuer. Never file a chargeback with your bank without contacting Coinbase first, as this may permanently block your account. For help getting your money back, call 1-888-612-5316 today.

